

IN ORGANIZATIONAL CHANGE MANAGEMENT

(IS BEST BUILT ON GREAT GOVERNANCE STRUCTURE) #12

OUR PRIORITIES OVER THE NEXT 3 YEARS (by 2017) ARE:

COMMUNICATE CLEAR VISION

Including GUIDANCE on INTEROPERABILITY and ROLES of all STAKE-HOLDERS

CLARIFY different OPPORTUNITIES for INVOLVEMENT and their VALUE

Set aside TIME and MONEY to have these DISCUSSIONS

establish if OCM is necessary to achieve our goals: it may or may not be...

INFORMATION DISSEMINATION

make it all EASY to UNDERSTAND
1 IDENTIFY WITH
2 GET DONE

DATA and INFORMATION must FLOW both UP and DOWN (Fed to Field and Field to Fed)

use MULTIMEDIA and MULTI-PLATFORM approach including workshops, webinars, tool kit, etc...

SHARING EARLY SUCCESSES

develop CHAMPIONS
INSPIRE INVOLVEMENT from each individual

CULTURALLY ACCEPT: it's necessary to GIVE TIME for new systems to work (expect 20% delay)

SINGLE FED PORTAL

for HEALTH & HUMAN SERVICES across ALL FED AGENCIES

Importance of FEEDBACK MODELLING DESIRED BEHAVIORS (data sharing, etc...)

PROCUREMENTS

Must include MONEY and TASKS specifically for CHANGE MGMT.

have END USER/CONSUMER FOCUS: it all must work for them!

make it ITERATIVE: we continue to MODIFY them ONGOINGLY

STANDARDS and COMMON LANGUAGE

INTEROPERABILITY amongst all HHS

STANDARDS typically do not REFLECT what's happening in the MARKETPLACE: make them RELEVANT & CURRENT

SYSTEM STANDARDS to provide CLARITY, but they are not conducive to innovation

CAPABILITY to MODIFY them over-time as our LANGUAGE and EXPERIENCE EVOLVES

PRIVACY LAWS

IDENTIFY OPPORTUNITIES to CHANGE any in order to increase DATA SHARING and PROMOTE Holistic APPROACH

RADICAL CHANGE

don't be afraid of it!

Silos -> OPEN DATA

Predict FUTURE before changing...including ALL perspectives

TRAINING and EDUCATION will require tremendous RESOURCES and GOOD TIMING!